

FSC

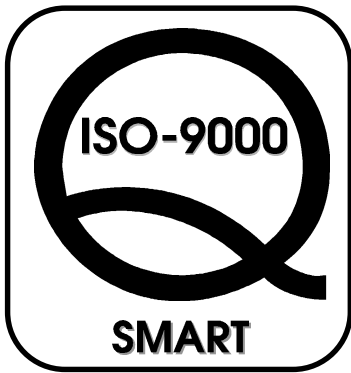
BULLETIN

FACILITIES SUPPORT CONTRACTS

ATLANTIC DIVISION, NAVAL FACILITIES ENGINEERING COMMAND

Check out our Web Site at http://www.efdlant.navfac.navy.mil/lantops_16

ISO/ISO 9000



Recently you may have heard the term ISO 9000 and said to yourself “What is that?” Some people say it is the answer to assuring quality in products and services we purchase. Well, to put it simply, ISO 9000 is a set of five universal standards for a Quality Assurance system that is accepted around the world. It is a system much like the Good Housekeeping seal of approval, such that when a product or service is purchased from a company that is registered to the appropriate ISO 9000 standard, you have important assurances that the quality of what you receive will be as you expect. A company that is ISO 9000 certified (registered) has passed an audit by an ISO 9000 registrar. The registrar has certified that the company has in place a quality control system that internally checks their own work by ISO 9000 guidelines. Corrective actions are part of the process along with customer feedback for satisfaction.

What is ISO? ISO (from the Greek meaning "equal") is the official title for the “International Organization for Standardization”, a worldwide federation of national standards bodies from some 100 countries with one from each country (national standard body-as ANSI for the U.S.). ISO is responsible for such things like having a credit card that is standardized in size, thickness, and magnetic code where you and I can charge items anywhere in the world. In telecommunications they have standardized such things as FAX or communications protocols. ISO is responsible for these and thousands of other similar standards used internationally. Simply put, the purpose of ISO is to tear down technical barriers to trade throughout the world.

The central body of ISO is located in Geneva, Switzerland. Much of the work of ISO is carried out in a hierarchy of some 2,700 technical committees, subcommittees, and working groups. In these committees, qualified representatives of industry, research institutes, government authorities, consumer bodies, and international organizations from all over the world come together as equal partners in the resolution of global standardization problems. To date, ISO’s work has

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ISO/ISO 9000

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resulted in 9,300 International Standards. They have resolved technical barriers from the design of container ship containers to the standardization of the size of a sheet of paper.

There are 214 Technical Committees investigating and agreeing on standards effecting textiles, fasteners, steel, etc. There are many standards being established within the ISO. For example, ISO 14000 (TC207) which sets standards involving environmental management system and policy. Of special interest to us in the Facility Support Contracts business is TC 176 - Technical Committee Group - Quality Management and Quality Assurance (better known as ISO 9000). This is just one group of 214 Committees. Some 35,000 companies in Europe are now ISO 9000 certified. In Europe, in order to manufacture products that are medical in nature, chemical, or safety equipment, a company must be ISO 9000 certified. Cost for certification usually runs about \$100 or \$200 per employee and may take up to 12 months to complete. For a company to become certified, it must develop a procedures manual for all of its operations. The procedures and quality audits/controls are based on and evaluated against ISO 9000's guidelines. Later, a registrar will audit the company to assure proper controls are in place and working.

Eight steps to ISO 9000 certification are:

- * Internal evaluation of existing quality procedures against the requirements of ISO 9001-9003 standards.
- * Identification of corrective actions needed to conform with ISO 9000 series standards.
- * Preparation of a quality assurance program.
- * Definition, documentation, and implementation of new procedures.
- * Preparation of a quality manual.
- * Pre-assessment meeting with registrar to analyze quality manual.
- * On-site (at the company) assessment by the ISO registrar.
- * Company receives ISO certification.

According to ISO procedures, all ISO standards, including those in the ISO 9000 series, must be reviewed and revised or reaffirmed at least once every five years. Through the mechanism of the 176 Technical Committee, ISO has already begun to revise and supplement the

ISO 9000 series, which will be up-issued in 1999. Some of the supplementary standards may be published prior to 1999. Consequently, a company that is currently ISO 9000 certified may need to update their quality system.

We are currently reviewing available information on ISO 9000, Source Selection/Best Value, and typical services included in FSCs to see if ISO certification should play a role in our future FSC business.

You can obtain additional information about ISO and ISO 9000 standards on the Internet at the ISO World Wide Web Home Page (<http://www.iso.ch/welcome.html>) or the ISO 9000 Forum (<http://www.iso.ch/9000e/forum/html>) or by telephoning Carl Sloan in our office at (757) 322-4709.

Automated Bid Schedules

A time consuming event in the source selection process is entering contractors' prices onto spreadsheets for comparison to the government estimate, other contractors' prices, and price reasonableness. This is especially true for large BOS-type procurements that may have as many as 200-300 line items or sub-line items.

One idea to reduce the time required to manually enter the pricing data is to send the bid schedule and any other pricing information required out on a spreadsheet diskette such as Microsoft Excel or similar software. By using an Excel file with formulas built in for the bid schedule, the information can be simply copied onto the government spreadsheet. Another benefit is all offerors will be using the same format. It would also reduce some of the rounding errors that occur when prices are computed on a calculator and then entered into the bid schedules.

One potential problem that may be encountered is future use by the Government of specialized software, such as PDD, which may eliminate this as a possibility. However, until such time, use of automated bid schedules may save you a lot of time and frustration.

Random Sampling

Would You Like that With or Without Extrapolation?

Recently, there has been a great deal of discussion as to the use of Random Sampling as a surveillance or inspection method. Random Sampling is based on probability and statistical theory and consists of sampling a portion of the population, observing the defects within the sample, and then drawing conclusions about the entire population from these results.

That brings us to the discussion of extrapolation. The NAVFAC MO-327 (Facility Support Contract Quality Management Manual) states extrapolation as the “assessment of the Contractor’s performance for the entire population of services based on the results observed from a study of only a portion or sample of the total population.” The percentage of defects in the sample is an estimate of the percentage of defects in the total population. Hence, Random Sampling for Extrapolated Deductions or RSED. When the defects found in the sample are not extrapolated to make deductions to the contract price, the method is referred to as Random Sampling without Extrapolated Deductions or RSWED. To be a valid candidate for Random Sampling, the population of work occurrences within a given Contract Requirement should have the following characteristics:

- * Similar level of importance
- * Equal chance of being selected for inspection
- * Similar in extent or size
- * Similar cost
- * Reasonably accessible to the QAE without excessive travel

A major consideration for whether or not to select RSED as a surveillance method is; will the QAE be prepared to inspect every single work occurrence within the random sample generated for a given month. If samples are not inspected, one of the following two things must happen:

1. RSED cannot be applied for the month, and deductions can only be taken for the observed defects as with planned sampling.

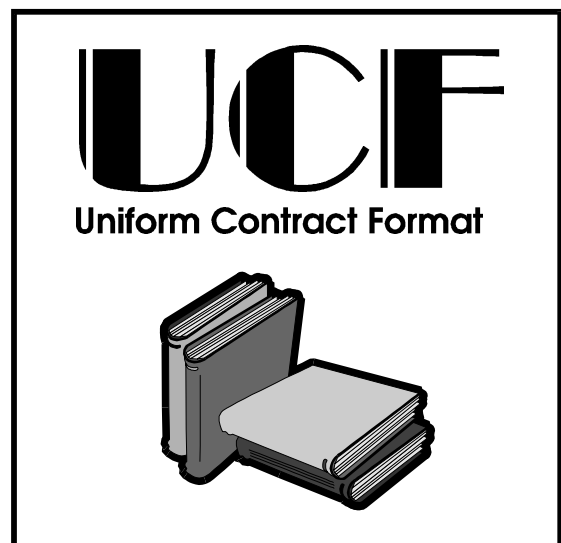
2. All missed inspections must be rated as satisfactory of meeting the requirements of the specification.

The inspection schedule must be strictly followed! Also when using RSED, the surveillance data gathered by other methods such as validated customer complaints and incidental inspections cannot be combined with data gathered by random sampling. If you are using RSED and would like to share your experiences, please contact Kim Miller at millerkb@efdlant.navfac.navy.mil or telephone (757) 322-4660.

Uniform Contract Format Updates

As most of you know, a new Federal Acquisition Regulation (FAR) was released late in 1997. We have been promised hardcopies of the new FAR, but have not received them yet. When we get the new FARs, we will be updating the Uniform Contract Format (UCF) to keep it current with the new FAR.

At present, our UCF is current to FAC 90-45 and DAC 91-11. If you would like a hardcopy of these changes or an electronic copy of the UCF, please contact Nancy Williams at DSN 262-4669, commercial (757) 322-4669 or at the email address of willianl@efdlant.navfac.navy.mil.



Deductions

The “CONSEQUENCES OF THE CONTRACTOR’S FAILURE TO PERFORM REQUIRED SERVICES” clause is the basis of computing deductions and defines procedures on taking deductions for partially complete, unsatisfactory, or non-performed work and for assessing liquidated damages. Liquidated damages are to compensate the Government for administrative costs and other expenses resulting from the unsatisfactory or nonperformed work. This NAVFAC clause number 5252.246-9303 is required to be included in all firm fixed-price/indefinite quality solicitations and contracts for facilities support services. The latest version of the clause (March 1996) provides more flexibility in administering the contract. The changes are summarized as follows:

- * Giving written notice of observed deficiencies to the Contractor is no longer a prerequisite for withholding payment for nonperformed work.
- * The activity (procurement team) determines the timeframe in which rework is to be reperfomed.
- * The activity (procurement team) determines the percentage of liquidated damages that can be assessed.
- * For watchstanding services, the activity (procurement team) determines the maximum time a post can be unmanned.

If you have not read the new clauses closely, please take a little time to do so in the near future.

Now on the Internet - Safety and Health Requirements Manual, EM 385-1-1

The U.S. Army Corps of Engineers Safety and Health Requirements Manual, EM385-1-1 (3 Sept 1996) is now available at no cost on the Internet. That means it’s FREE! All users, Government offices and Contractors can now obtain copies of the EM 385-1-1 manual absolutely free. The Adobe Acrobat Reader software (also free) is required to read the EM385-1-1 and other portable document files (pdf). Click on “Viewers” to access the free software and follow the

installation instructions.

Inform your current Contractors that the EM385-1-1 manual can be obtained through the Internet. Also, include this information together with the following address in all future solicitations:

<http://www.usace.army.mil/inet/usace-docs/eng-manuals/em385-1-1/toc.htm>

A Source for NAVFAC Maintenance & Operations (MO) Manuals & Other NAVFAC Publications

As indicated in the Department of Defense Handbook “ENGINEERING AND DESIGN DOCUMENTS FOR NAVY FACILITIES” MIL-HDBK-1000/A dated 1 Jan 1997, the Construction Criteria Base (CCB) is the primary source for obtaining MOs and other NAVFAC publications. This handbook is the NAVFAC consolidated index of documents published on the CCB annually. The CCB is an engineering library on compact disc, available in Microsoft Windows. Navy and Marine Corps offices may receive free copies of the CCB by contacting Louise McMonegal at NAVFAC telephone number (703) 325-8367 or DSN 221-8367, or by the Internet (mlmcmonegal@hq.navy.mil).

About a third of the current MO manuals are now contained on CCB “Documents Library” and it is planned to add more manuals in future editions of the CCB. You can expect to see them incorporated at the rate of two or three per year. It is also planned to convert MO manuals to the MIL-HDBK format as they are revised. At the end of this bulletin is a listing of NAVFAC MIL-HDBKs and MO manuals coded to indicate their current status. The regular type indicates the items are both listed in MIL-HDBK-1000/1A dated 1 JAN 1997 and published in the CCB. However, items with (**) are neither listed in MIL-HDBK-1000/1A nor published in the CCB. The *italic* type indicates the items that are only in MIL-HDBK-1000/1A. The **bold** type indicates the items that are only published in the CCB.

Labor Standards Enforcement

What is Required?

Recently we have received several field questions related to Labor Standards enforcement. Our contracts in FSC have both Davis-Bacon and Service Contract Act provisions. Many times both Labor provisions are included in the same contract. The following information is offered as a refresher on our responsibilities for proper enforcement of the provisions. Unusual and difficult situations should always be addressed to your local labor personnel.

MO-327, CHAPTER 6, OUTLINES THE GOVERNMENT'S RESPONSIBILITY FOR ENFORCING LABOR PROVISIONS IN CONTRACTS

- * Department of Labor (DOL) is responsible for compliance with the provisions of the Service Contract Act.
- * Activity Contracting Officers (CO's) are responsible for compliance with the provisions of the Davis-Bacon Act.

REQUIREMENTS FOR ENFORCEMENT OF DAVIS-BACON WAGES

- * Wage Determinations must be posted in highly visible locations.
- * Interviews must be conducted and documented on DD 1567.
- * Typically, responsibility for posting and interviewing is delegated to the Quality Assurance
- * Evaluator (QAE) or the Contract Surveillance Representative (CSR).

DO'S OF INTERVIEWING

- * Do interview a representative cross section of the work force.
- * Do interview on a regular basis.
- * Do interview when you feel or hear of labor discontent/problems in the field.
- * Do interview in a private place.

- * Do document on form DD 1567.
- * Do keep records of interviews.
- * Do inform FSCM/CO of any discrepancy noted.
- * Do inform the Contractor, during the pre-performance conference, of the CO's responsibility to enforce the Davis-Bacon Act.

DON'TS OF INTERVIEWING

- * Don't just give the employee the DD 1567 form and pick it up later.
- * Don't show the form to the Contractor without the employee's written consent.
- * Don't keep employee for an unreasonable length of time.
- * Don't discuss irregularities with employee.
- * Don't force the employee to interview. Simply document on form DD 1567 that employee would not consent to the interview and follow the reporting requirements specified in MO-327, Chapter 6-450.

At present, access to the SCA wage decisions is available to only a few people on the Internet. To obtain SCA Wage Determinations, you may submit an SF-98/98A to Vi Gormley (Code 02235) not less than 10 days nor more than 15 days before solicitation (Blanket Wage Determinations are NO LONGER AVAILABLE). Davis-Bacon Act Wage Determinations are updated weekly and emailed to Contract Specialists.



Keeping Your Reference Publications Current

The most recent changes are:

FAR 97-02 (30 SEP 97)
 DFARS 91-11 (24 JUN 97)
 NAPS (AUG 97)
 P-68 97-01 (15 SEP 97)
 MO-327 CH 94-01 (Pending) (JUL 94)



FY-98 Facility Support Acquisition Courses By LANTDIV Code 162

Call (757) 322-4666 or anyone else in Code 162 to sign up for classes.

DATES

LOCATION

Quality Assurance Evaluator (QAE) Training (5 Days)

06-10 Apr 1998 LANTDIV
 13-17 Jul 1998
 Also by Request

Cost Estimating for Facility Support Contracts (FSCs) (4 Days)

By Request

Specification Writing for FSCs

02-06 Mar 1998 LANTDIV
 Also by Request

Quality Assurance Workshop (3-5 Days)

By Request LANTDIV

DATES

LOCATION

Small Purchase Technical Requirements (5 Days)

By Request LANTDIV

Safety and Health Correspondence Course for Facility Support Contracts (FSCs) (Self-Paced)

Correspondence LANTDIV
 Luis Seuc (757) 322-4667



*Location for courses whose dates are listed
 is Holiday Inn at Greenbriar Parkway,
 Chesapeake, Virginia (757) 523-1500.

NFCTC FY-98

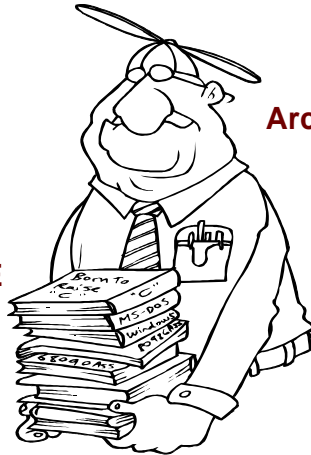
NAVFAC Speciality Course Schedule

For more information contact Karen Freeman at
Commercial (757) 322-8275 or Fax (757) 322-8284

Environmental Contracting
(CTC - 323)
Length: 5 Days

Facilities Support Contracts
(CTC - 337)
Length: 5 Days

**Contracting Officer's Technical
Representative (COTR) Fixed-Price A-E
Contracts**
(CTC - 341)
Length: 3 Days



**Contracting Officer's Technical
Representative (COTR) Cost Type Contracts**
(CTC - 342)
Length: 3 Days

Architect-Engineer Contracting
(CTC - 366)
Length: 5 Days

Source Selection
(CTC - 415)
Length: 3 Days

NFCTC FY-98

DoD Mandatory Course Schedule

For more information contact Karen Freeman at
Commercial (757) 322-8275 or Fax (757) 322-8284

Contracting Fundamentals
(CON - 101)
Length: 20 Days

Contracts Pricing Fundamentals
(CON - 104)
Length: 14 Days

Intermediate Contracting Contracts
(CON - 202)
Length: 19 Days

Intermediate Contract Pricing
(CTC - 204)
Length: 10 Days

Government Contract Law
(CON - 210)
Length: 10 Days



NAVFAC MIL-HDBKS AND MO MANUALS (STATUS)

<u>HANDBOOK</u>	<u>DATE</u>	<u>TITLE</u>
MIL-HDBK-1000/1A	97-01	Engineering and Design Documents for Navy Facilities
MIL-HDBK-1102/7	94-11	Concrete Pavement Repair
MIL-HDBK-1110	95-01	Handbook for Paints and Protective Coatings for Facilities
MIL-HDBK-1114/2	91-12	Maintenance and Operations of Heating Systems
MIL-HDBK-1119	91-08	Food Service Equipment
MIL-HDBK-1125/1	95-10	Maintenance and Operations of Central Heating Plants
MIL-HDBK-1130	91-12	Inactivation, Caretaker Maintenance, Reactivation
MIL-HDBK-1151	93-07	HDBK for Inspection, M&O of Naval Reserve Centers

MAINTENANCE AND OPERATIONS (MO) MANUALS

<u>HANDBOOK</u>	<u>DATE</u>	<u>TITLE</u>
<i>MO-100.1</i>	82-07	<i>Natural Resources—Land Management (Tri-Service)</i>
<i>MO-100.2</i>	81-12	<i>Natural Resources—Forest Management (Tri-Service)</i>
<i>MO-100.3</i>	82-02	<i>Natural Resources—Fish and Wildlife Management (Tri-Service)</i>
<i>MO-100.4</i>	82-02	<i>Natural Resources—Outdoor Recreation and Cultural Values (Tri-Service)</i>
<i>MO-102</i>	77-03	<i>Maintenance and Repair of Surfaced Areas (Tri-Service)</i>
<i>MO-102.1</i>	88-11	<i>Asphalt Surfaced Roads and Parking Lots</i>
<i>MO-102.2</i>	88-11	<i>Jointed Concrete Roads and Parking Lots</i>
<i>MO-102.3</i>	89-06	<i>Asphalt Surfaced Air Fields</i>
<i>MO-102.4</i>	89-06	<i>Jointed Concrete Air Fields</i>
<i>MO-102.6</i>	90-05	<i>Asphalt Crack Repair Field Manual</i>
MO-102.8	96-09	Asphalt Pavement Maintenance and Repair (Tri-Service)
MO-102.10	97-01	Concrete Crack and Partial Depth Spall Repair
<i>MO-103 CH 1</i>	85-10	<i>Maintenance of Trackage (Tri-Service)</i>
<i>MO-104</i>	87-10	<i>Maintenance of Waterfront Facilities (Tri-Service)</i>
<i>MO-104.1</i>	90-09	<i>Maintenance of Fender Systems and Camels</i>
<i>MO-104.2</i>	87-09	<i>Specialized Underwater Waterfront Facilities inspection</i>
<i>MO-110</i>	81-06	<i>Paints and Protective Coatings (Tri-Service)</i>
<i>MO-111.1</i>	85-09	<i>Inspection of Wooden Beams and Trusses</i>
MO-113	74-01	Facilities Engineering Maintenance and repair of Roofs (Tri-Service)
<i>MO-114 VOL 1</i>	89-05	<i>Maintenance & Operations of Building Plumbing Systems</i>
MO-114 VOL 3	89-02	Maintenance and Operation of Ventilation Systems
MO-116	72-03	Facilities Engineering; Electrical Interior facilities
MO-117	89-09	Maintenance of Fire Protection Systems (Tri-Service)
MO-118	88-10	Inspection of Vertical Transportation Equipment
MO-124	87-08	Mooring Maintenance Manual
MO-125	82-10	Military Custodial Service Manual CH 1 & 2 (Tri-Service) (Army TM 5-609)
MO-200	79-04	Facilities Engineering - Electrical Exterior Facilities
MO-201	90-04	Electric Power Distribution Systems Operations
MO-204	74-05	Electric Power Systems Analysis
<i>MO-205 VOL 2</i>	68-04	<i>Central Heating and Steam Electric Generating Plants</i>
<i>MO-205 VOL 3</i>	68-04	<i>Central Heating and Steam Electric Generating Plants</i>
<i>MO-205 VOL 4</i>	68-04	<i>Central Heating and Steam Electric Generating Plants</i>
<i>MO-205 VOL 5</i>	68-04	<i>Central Heating and Steam Electric Generating Plants</i>
MO-206	89-01	Maintenance and Operation of Air Compressor Plants
<i>MO-207 CH 1 & 2</i>	75-12	<i>Operation and Maintenance of Internal Combustion Engines</i>
MO-209	89-01	Maintenance of Steam, Hot Water and Compressed Air Distribution Systems
<i>MO-210</i>	84-08	<i>Maintenance and Operation of Water Supply, Treatment and Distribution Systems (Tri-Service)</i>
<i>MO-210.9</i>	90-08	<i>Inspection of Elevated Water Tanks</i>
<i>MO-212</i>	82-01	<i>Operation and Maintenance of Domestic and Industrial Wastewater Systems (Tri-Service)</i>

FSC Bulletin
MAINTENANCE AND OPERATIONS (MO) MANUALS (Continued)

<u>HANDBOOK</u>	<u>DATE</u>	<u>TITLE</u>
MO-213	90-05	Solid Waste Management
MO-220	70-11	<i>Maintenance and Operations of Gas Systems (Tri-Service)</i>
MO-221	88-11	Utilities Metering
MO-225	90-08	Industrial Waste Treatment
MO-230	90-08	<i>Maintenance and Operations of Petroleum Fuel Facilities</i>
MO-303	72-05	<i>Utility Targets</i>
MO-306	92-07	<i>Maintenance and Operation of Cathodic Protection Systems</i>
MO-306.1	92-10	<i>M&O of Cathodic Protection Systems (Pocket Edition)</i>
MO-307	92-09	Corrosion Control
MO-310	71-12	<i>Military Entomology Operational Handbook (Reprinted with Changes 1 and 2 Incorporated)</i>
MO-310.1	92-09	<i>Pest Management Training Manual; Basic Pest Management</i>
MO-312	90-05	Wood Protection
MO-312.1	91-02	Inspection, Maintenance and Procurement Procedures for CDAA Woodcomp Handbook
MO-312.2	91-04	A Field Guide for Receipt and Inspection of treated Wood Productions by Inst Pers
MO-312.3	92-09	Inspection, Maintenance and Procurement Procedures for Wood Poles
MO-312.4	92-03	<i>Wood Protection Training Manual</i>
MO-314	89-05	<i>Weed Control and Plant Growth Regulation</i>
MO-315	91-10	<i>Pest Control Quality Assurance Evaluation Training</i>
MO-321	85-09	<i>Facilities Management</i>
MO-321.1	78-11	<i>Maintenance Management of Shore Facilities for Small Activities</i>
MO-322 VOL 1	93-03	<i>Inspection of Shore Facilities Volume 1</i>
MO-322 VOL 2	93-01	<i>Inspection of Shore Activities Volume 2</i>
MO-322 VOL 3	77-09	<i>Inspection of Shore Facilities Instructor Training</i>
MO-324	92-03	<i>Inspection and Certification of Boilers and Unfired Pressure Vessels</i>
MO-327 CH 1	94-07	<i>Facility Support Contract Quality Management Manual</i>
MO-330	87-08	<i>Materials Testing (Tri-Service)</i>
MO-340	80-07	<i>Ship-to-Shore Hose Handling Operations Manual</i>
MO-350	79-12	<i>Standard Operational Manual for the Waste Oil Raft (Donut)</i>
MO-403	90-07	Navy Driver's Handbook
MO-405	90-07	Maintenance and Operations of Solar Energy Systems
MO-406	90-07	Hyperbaric Facilities Maintenance Manual
MO-909	79-08	Oil Ship Waste Offload Barge (SWOB), Operation and Maintenance
MO-910	81-07	<i>Sewage Ship Waste Offload Barge (SWOB), Operation and Maintenance</i>
MO-911	90-08	Utilization of Navy-Generated Waste Oil as Burner Fuel
MO-913	91-09	Historic Structures Preservation Manual

Sources for Maintenance and Operations Manuals and Military Handbooks:

CCB (Construction Criteria Base) version 43 and later

Steps for getting information contained on the CD-ROMs:

1. Click on the "Library" button on the Main Menu
2. Under Libraries, click on "Documents"
3. Under Organization, click on "NAVFAC Criteria"
4. Under Categories, click on "(MO) Maintenance & Operations Manuals"
5. Select the manual you want to view, copy, or print from the bottom window

Or, visit the National Institute of Building Sciences World Wide Web site on the Internet at:

<http://www.nibs.org/>

Or get printed copies from:

Naval Inventory Control Point

Code 03343

700 Robbins Avenue

Philadelphia, PA 19111

Customer Service: (215) 697-1436 or DSN 442-1436 (add'l extensions are: 1437, 1484, 1489, 2626)